IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor	:	DONOVAN, Kevin
Serial No.	:	09/385,802
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For	:	UNIVERSAL INSTANT MESSAGING SYSTEM FOR THE INTERNET
Group Art Unit	:	2152
Examiner	:	CHANKONG, Dohm

Honorable Commissioner of Patents
P.O. Box 1450
Alexandria, VA 2231301459

ADDITIONAL SUPPLEMENTAL DECLARATION OF PRIOR INVENTION IN THE UNITED STATES TO OVERCOME CITED PATENT OR PUBLICATION (37 C.F.R. 1.131)

Sir:

1.   The person making this declaration is the inventor named in the above-identified patent application, and my interest in the patent application is also set forth in my prior declaration.

2.   This declaration is to supplement my prior declaration to establish completion of invention in this application in the United States at a date prior to May 5, 1999.

3.   Attached is a report titled "Prodigy Instant Messaging Exploration: A Qualitative Research Exploration May, 1999, Prepared for Prodigy Communications Final Report", which I authenticate based on my personal knowledge as a report ("Report") prepared by King, Brown & Partners, Inc. for Prodigy Communications.

4.   I personally know that, prior to the issuing the Report in May, 1999, prior to gathering data from the users of the version for the Report, prior to recruiting the users to participate in the data gathering, and prior to formulating the testing methodology and

questions about the version, King, Brown & Partners, Inc. evaluated the version by viewing and using it.

5.   This attached Report corroborates the previous declarations filed in the instant patent application that we at Prodigy had a functioning version of the invention claimed herein, at a time prior to May 5, 1999.

6.   I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Respectfully submitted,

Date: 12/7/2011
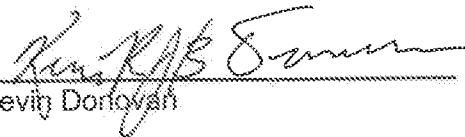
Kevin Donovan

Prodigy Instant Messaging Exploration

A Qualitative Research Exploration

May, 1999

Prepared for Prodigy Communications

Final Report

Table of Contents

Prior to launching Instant Messaging capabilities to the entire base of Prodigy Internet users (6/99), management wished to explore their PIM prototype's navigational elements and overall ease of use.

King, Brown & Partners was asked to conduct qualitative market research which explored response to the Prodigy Instant Messaging prototype from a range of target users. This critical response will be used to ensure that the prototype is intuitive from a navigational standpoint and that the product fits within expectations of the Prodigy brand.

The primary objectives of this Usability Study were to examine the following:

- To understand response to the download and installation of PIM.

- To explore response to the Prodigy Instant Messaging design, layout and organizational structure.

- To understand how users navigate the product and response to overall intuitiveness and ease of use.
  - Navigation system
  - Naming conventions
  - Terminology
  - Use of buttons and icons

- To identify ways to improve the ease of navigation and overall user experience.

- To generate response to the overall look and feel of the product.

- To understand whether the new Instant Messaging fits with Prodigy and the product's impact on consumer perceptions of the Prodigy brand.

Research Overview

♦ Eighteen one-on-one interviews were conducted with target respondents in Chicago, Illinois on May 18, 19 and 20, 1999.

♦ The target respondents were segmented as follows:

# of Interviews	ISP	Chat/Messaging Services Used
8	AOL	Chat/IM used
4	Other Competitive ISP	Chat/IM used
3	Other Competitive ISP	No chat used/No IM used
3	Prodigy	Chat only used/No IM used

♦ The interviews were conducted in a professional research facility and each lasted approximately one hour and fifteen minutes.

♦ This room contained a PC (running Win 95), keyboard, mouse, monitor, 56k modem, and a connection to the Internet.

Composition of Participants

♦ Respondent recruiting criteria included:

Current Instant Messaging Segments
  – Have been online for at least one year/are online at least 2 hours a week
  – Have been using Instant Messaging (chat for Prodigy users) for at least 6 months
  – Use some Instant Messaging services at least once a week

Non-users of Instant Messaging Segment
  – Have been online for no more than one year
  – Are online no more than 3 hours per week
  – Are interested in Instant Messaging services; have not used IM

<u>*All Segments*</u>

- Have access to the Internet at home or work. PC running Win95 or 98
- A mix of internet service providers
- A mix of respondents with and without children
- A mix of men and women
- Age 18 to 45 years
- Have completed at least a high school education
- Work full/part time or are homemakers or students
- Annual household income of at least $28,000

The Research Process

The following outlines the steps used when completing the one-on-one usability tests:

1. Respondents were brought to a professional research facility where they were directed to a PIM-specific page on the Prodigy Internet Web site (a direct connection was used).

2. The interview began with a brief discussion about the respondent's Internet, chat and Instant Messaging experience.

3. The respondent was then asked to download and install the PIM software from the Internet. The moderator observed this process and probed for areas of confusion.

4. Once PIM was installed, respondents viewed and navigated the following PIM features: Friend's List, Profile, Instant Messaging. The respondents were asked to accomplish a set of pre-determined tasks. The interviewer observed this process, probing for response to the features, navigation, ease of use and any areas of confusion.

5. Following the usage experience, the researcher completed the interview by discussing their overall impressions, perceptions of the product and impact on impressions of the Prodigy Internet brand.

Detailed Findings

Email

♦ All respondents reported that they have fully embraced e-mail as a means of correspondence and have incorporated this online tool into their range of personal and professional communications services. Most check their email regularly and are relying on e-mail for both serious and recreational communications.

Chat

♦ Response to online chat was highly mixed. Those who participate in chat (typically younger respondents) claimed that they like to discuss topics of personal interest; these respondents tend to chat only episodically and do not always have positive or productive experiences.

  – Others reported that they have sampled chat and had highly unsatisfying or "wasteful" experiences. These respondents felt that the chat discussions were sometimes bizarre or boring and that chatting participants tended to wander considerably from the designated topic.

Instant Messaging

♦ Those who are currently using Instant Messaging (IM) services reported that they regularly use IM for primarily personal purposes. Not surprisingly, AOL users seem to have embraced IM most strongly and reported that this service was easily and seemingly automatically integrated into their AOL service.

  – Current IM users appreciate the "one-on-one" nature of IM. They enjoy the instant, real-time interaction with friends and the ability to converse with others in a more private environment.

  – Current users also noted that they enjoy the fact that they can multi-task while IM-ing. These respondents reported that they will minimize their buddy/friend's list and/or chat while on a conference call or completing other computer-related tasks.

♦ Those who are not using Instant Messaging services reported varying levels of understanding of the concept.

– Some had a vague understanding of Instant Messaging; these respondents understood that the service allows them to see which of their friends are online at the same time, and permits them to converse with these friends. A number of these respondents were unsure whether the Instant Messages would be conveyed in a closed/private or more open/chat-like environment.

– Those respondents with no prior knowledge of IM (other than perhaps having heard the terminology) were unable to describe Instant Messaging even on a very basic level.

Overall Response

♦ Overall response to Prodigy Instant Messaging was generally positive. Most felt that PIM was fairly intuitive and easy to use; those encountering problems navigating PIM felt that, given some time to "play around with" PIM, they would likely have very few problems using the service.

♦ Nearly all associated PIM with personal as opposed to professional interaction; most found it difficult to envision incorporating PIM into their work communications environment. This "recreational" association was the eventual byproduct of:

   – PIMs fun and playful "look and feel"

   – Personal-related terminology (e.g., "Friend's List")

   – Fun tools (e.g., sounds, sayings, font colors, etc.)

♦ Importantly, the Web Phone was found highly appealing among nearly all respondents interacting with the tool. They felt that the Web Phone was very unique, potentially useful and appeared to differentiate Prodigy from other IM and Internet Service providers.
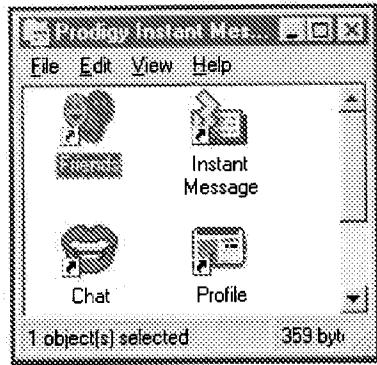
Response by Segment

Among Current Users of Competitive IM Services

♦ Current users of competitive services felt that PIM was generally easy to use and comparable to other services they are using. They did not necessarily feel that PIM offered them services significantly superior to their current offering nor did it provide them with adequate motivation to switch from their provider.

- AOL users felt that AOL Instant Messaging is seemingly easier to use. Most reported that AOL's service seems to:
    - Be well integrated with the AOL toolbar and opens upon start up
    - Require fewer screens when IM-ing (e.g., click on persons name, type message and send)
    - Offer less options within IM (fewer ways to modify a message)
- ICQ users felt that their service was also comparable to PIM. However, these respondents noted that ICQ appears to offer more real-time communication functionality; the ability to view their friend's communication as typed. Furthermore, ICQ users reported that their service was offered free of charge over the Internet and is ISP independent.

Among Non-IM Users

- The majority of non-IM users were interested in potentially using PIM and could imagine incorporating IM into their other communication tools. For some, the inclusion of IM within the Prodigy Internet service increased their interest in Prodigy as an ISP and served to potentially motivate them to switch to Prodigy. Not surprisingly, current Prodigy Internet users were most likely to claim they would adopt the tool when available.

- However, a few did not feel that PIM fit with the ways that they use the Internet and communicate online. These respondents reported that they are online infrequently, and then only for short periods of time; as a result, their "Friend's List" would rarely be open and used.

Other Issues

Security

- Few mentioned message security as a "top of mind" issue when using Instant Messaging. Most reported that their messages rarely contain highly personal or confidential information; as a result, security does not tend to be an issue when communicating online.

- However, those who have discussed personal topics online or with general concerns with regard to security on the Net, did express interest in additional enhanced security options.

Downloading PIM from the Internet

- Most respondents were open to downloading PIM from the Internet. Few expressed concerns with security and most felt that this was a convenient and fast means to acquire software.

- A few noted difficulties with the downloading process; some felt more comfortable loading from a CD ROM which they have found to be faster, easier to install and helpful as a backup should their hard drive fail.

Potential Enhancements

- *Auto-Response Messaging*: Most felt that this service would be very useful when away from their computer for periods of time.

- *Invitation for Friend to Download/Use PIM*: While appealing and useful to current PIM users, few could initially visualize using this feature.

- *IM Forwarding*: Respondents were most interested in forwarding messages to their email box. Those with other communication devices such as pagers and cell phones, were interested in receiving forwarded messages.

Impact on Impressions of the Prodigy Brand

- Nearly all reported that the Prodigy Instant Messaging service that they examined did not change their overall impressions of the Prodigy brand. Most reported generally positive impressions of the brand and did not feel that PIM impacted their feelings about Prodigy in any way.

- Respondents did feel that the introduction of PIM communicates that Prodigy is making an effort to "keep up on" the latest technologies and advancements and to remain competitive with other Internet service providers.

Response to PIM Download & Installation

Response to Opening Screen

[Note: the moderator directed respondents to the screen to the right; they began their process using this screen as a starting point.]

♦ Most found the opening screen colorful and visually appealing. Respondents at least gave this page a cursory glance and skimmed the text. They then immediately selected the *Click to Download* button which they felt was highly noticeable and the obvious next step in the process.

♦ Since most did not read this opening page, they missed many of the features and details of the service. For instance, few noticed that the service was "free" and allowed them to communicate with AOL friends.
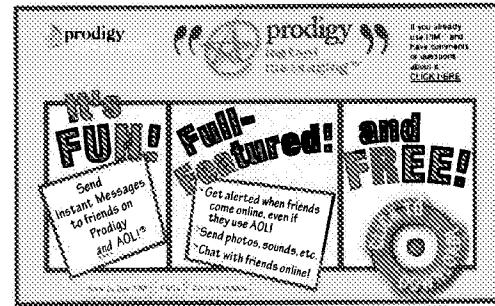
Download/Installation Process

♦ Among all but the savviest users, the download/installation process is perceived to be highly confusing and unintuitive.

  – *Inexperienced to regular computer users* displayed extreme difficulty downloading and installing PIM. These users were unaware of the concept of "executing" a file once downloaded; they also expected the entire process to be far more integrated and seamless, instructing the user to simply select *Next* in order to progress.

  – Savvier *computer users* who have had previous experience downloading and installing software from the Internet had the least problems. These users clearly understood how to navigate Windows, locate downloaded files and execute them.

* AOL users found the download/installation process more confusing than the process they recalled using on AOL *[Note: more savvy AOL users were able to download/install and had few problems]*. AOL users demonstrated their own unique set of confusion points, centering on the following:

  – Lack of experience downloading and executing files

  – Focus on browser/toolbar formats

 – Little experience using other Windows features to navigate

Download Now

* The *Download Now* screen, while generally straightforward, created a few problems. Some just wanted to click "I Accept" and did not feel that they had been instructed or were required to first input an email address in the space provided.

* Many respondents, especially those less experienced with computers, reported that they would likely read most of the user agreement. However, the more savvy users said that they have perused so many agreements that now they tend to skip them and simply *Accept* the agreement.
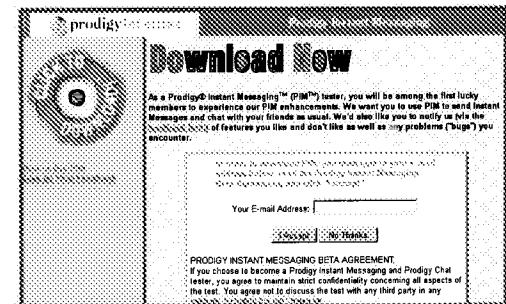
How to Use PIM

* While the first *How to Use PIM* screen was perceived as useful (and several thought that they would print it out) many found it overwhelmingly long. The length of the instructions made less savvy users apprehensive and communicated that downloading would be a long and potentially difficult process.

  – Upon skimming the instructions, most felt that the multiple pages described the *Download/Installation* process and were not aware that the *How to Use* instructions were tacked on to the end of the page.
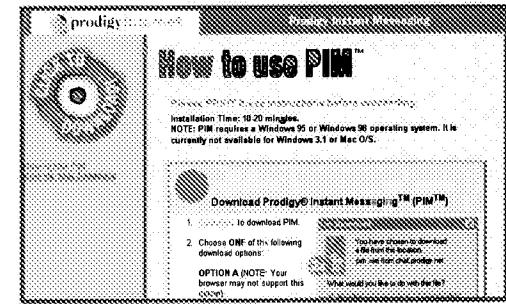
- Those who perused the full screen and understood that the top was actually *How to Download and Install* and the bottom *How to Use* felt that this was too much information at this time in their process and served to confuse and overwhelm them. They wanted installation information now and the *How to Use* later.

♦ Many respondents thought that the screen shots *(provided throughout the instructions, to the right)* were live screens and could be clicked on to continue with the installation process; they were confused, frustrated and irritated when they were unable to make selections from these screens.

♦ Furthermore, some were irritated when they clicked on the *How to Use PIM* link from the instruction page and received the same page that they were already using.

Downloading PIM

♦ Most noticed and clicked on the "Click here to download PIM" link provided.

  - However, upon reading Options A and B, many users became confused; they did not understand the meaning and benefits of each option.

  - Many respondents did not understand where to download the pim200.exe file.

  - Furthermore, for some, "save to disk" communicated "save the file to a floppy disk" which these users found confusing.
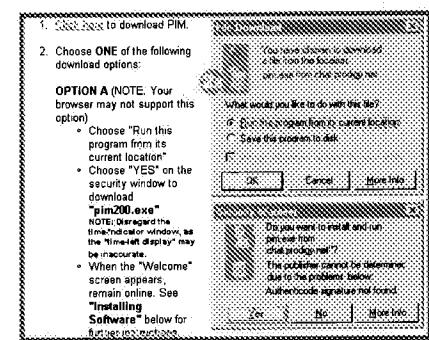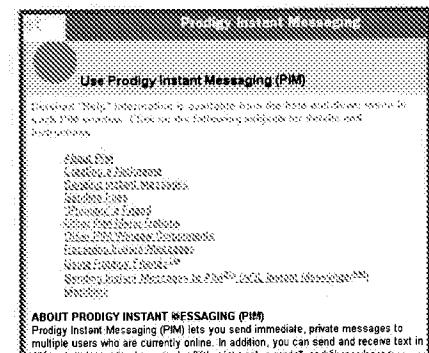
Executing PIM

◆ All but the savvy computer users were unable to locate the file after download and were not aware of the "executing a file" concept.

    − Most encountered problems after they had downloaded pim200.exe and the screen had returned to the browser page only. Respondents were highly confused when they read *"Remain online. Find and double-click on pim200.exe"* and were unable to perform these tasks. Many did not know where or how to find the pim200.exe file.

> **OPTION B**
> ◦ Choose "Save this program to Disk"
> ◦ Save **"pim200.exe"** to the folder of your choice.
> ◦ Remain online. Find and double-click on **"pim200.exe"**
> ◦ The "Welcome" screen will appear. See **"Installing Software"** below for further instructions.

    − After downloading pim200.exe, most thought they were finished with the process and expected to start using the service, especially AOL users.

◆ Those respondents who successfully reached this screen (*right*) felt that the remaining screens were very straightforward, familiar and simply clicked *Next* to a successful installation.
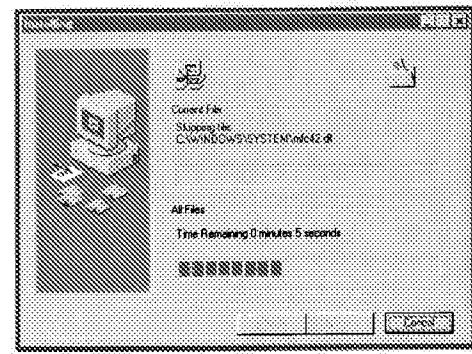
Response to Friend's List

List Groups:

♦ Current users understood that the list allowed the user to categorize their friends.

- Some, mostly non-users, thought this would be helpful if they had a lot of friends online.

- Those more experienced users thought that this would not be useful because their friend's lists are small and would not benefit in any way from categorization.

♦ Few had trouble navigating and adding/deleting *Lists Groups*. Most understood that the name "List Group" referred to the categories but this was not the terminology used by respondents; most referred to these groups as "categories" or "folders."

♦ There was some confusion among respondents who felt that the *Friend's Currently Online* category blends in with the other categories; these respondents did not initially understand that the *Friend's Currently Online* reiterates those who are online from all categories.
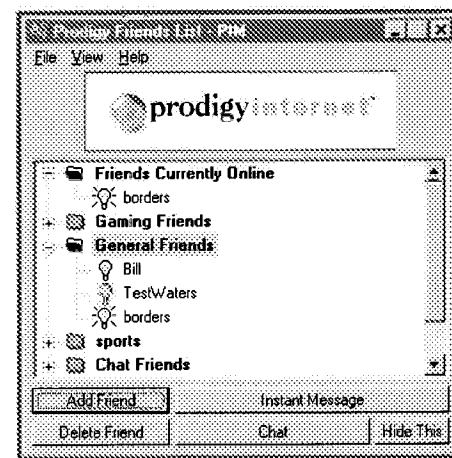
Adding Friends:

♦ Most were able to add a friend with few problems. Nearly all understood the difference between a *User Name* and *Nickname*.

♦ While there was some initial confusion about how to place a friend in a *List Group*, most figured this out after trial and error.
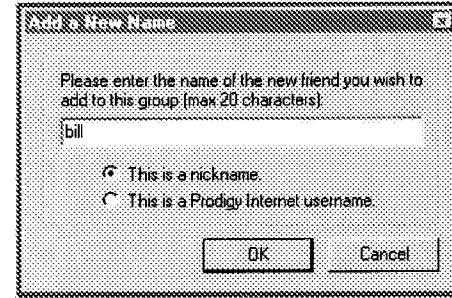
Signaling Online or Not

♦ While the light bulb On and Off concept was not completely clear, most were able to understand that the light bulb determined whether a user was online or not. Nearly all felt that this symbol was a cute and clever way to communicate online vs. off-line.

Response to Instant Messaging

Overall

♦ All respondents immediately understood that the IM box offered a place and means to have a conversation. AOL Instant Messaging and ICQ users felt that the space was comparable to those on other services and seemed relatively easy to use.

♦ Nearly all found the IM functionality appealing. Those using AOL and ICQ noted that the Prodigy IM features were more interesting than those provided by their IM services. In particular, they liked the ability to tailor their messages (e.g., with sounds, colors) to make them more fun.

Layout

♦ The screen layout was considered generally appealing and intuitive. Most felt that the screen offers a familiar format, with a basic writing area, toolbar and tool icons.

♦ However, several respondents had trouble inputting text in this IM screen. These users were not aware that the box at the bottom of the screen was to be used for their side of the conversation and that the entire conversation would be displayed in the large, upper box area.

    – This confusion was exacerbated when respondents found that they were able to successfully place the cursor in the upper box but were provided a sound (*"ping"*) when they tried to type within this area of the screen.
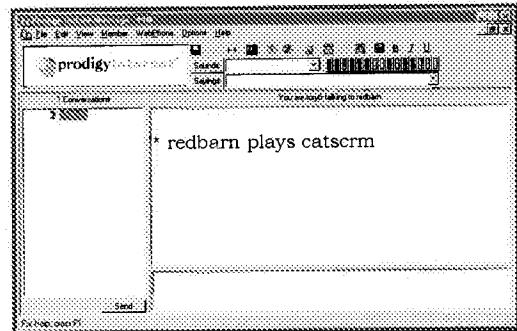
Response to Specific Areas of Instant Messaging

Linking with a Friend


+ The *Start One-on-one Conversation* screen was found slightly confusing. Several respondents were unaware that they could modify their *Connect To* list and did not notice, or understand how to use, the *Edit "Connect To" List* feature.

  – As a result, many re-input their friend's name each time they wished to connect to the person.

+ AOL users reported that they are not required to use this step/additional screen when connecting with a friend and therefore PIM seems slightly more cumbersome.
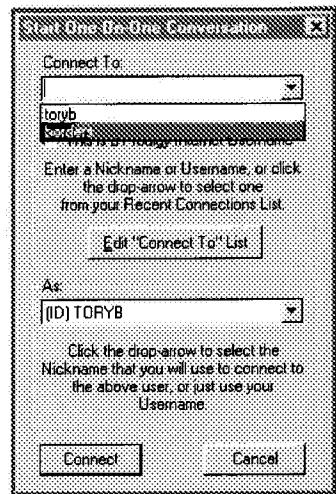
Sending a Sound

+ Many responded very positively to sending sounds and felt that they would be likely to use this functionality to "spice up" messages when communicating with friends. In fact, several were interested in adding their own sounds to the list or recording their own voices/saving them as sounds.

+ Nearly all respondents were confused by the toggle functionality associated with the way sounds are sent (immediately vs. when select *Send*).

  – After selecting *Sounds*, most were confused by the screen, which attempted to explain the toggle feature. Even after clicking on this several times, respondents were unable to understand the meaning of the screen (*right*).
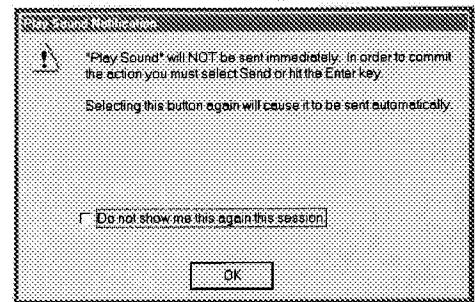
Sending a Saying

◆ While some liked the idea of sending a saying to friends, this feature received less positive response than did the sound feature. Most felt that they would be unlikely to send the sayings provided, but might be likely to input their own sayings, especially those reiterated frequently.

◆ Respondents exhibited some problems inputting their own sayings and felt that this tool was generally unintuitive. Most tried to input their new, personal saying into the saying box (*above, right*) and were confused when they were unable to save or select this saying after typed in.

◆ While most eventually located the area within the toolbar in which users may add their sayings, a few noted that the selection "*customize stuff to say*" did not intuitively describe how to modify the *Sayings* list and was inconsistent with the name *Sayings*.

◆ Again, the toggle functionality, like with the *Sound* feature, was also perceived as confusing.
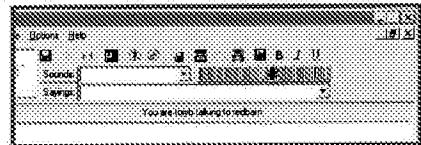
Sending a File

◆ Most found it very easy to find the *Send a File* tool. This functionality was perceived as very useful and appealing, especially among users of competitive services who are not offered this tool.

◆ Several were interested in sending and receiving different types of files, from basic documents to pictures and sounds.

Web Phone

❖ As noted earlier, the Web Phone was perceived as an extremely "cool" and unique feature. Very few respondents were aware of such technology; most felt that it would be useful for communicating with friends who live far away (e.g., save in phone charges).

Note: it was difficult to test the true ease of use of this feature during usability testing as the feature seemed to work differently from PC to PC. For instance the Talk and Listen buttons did not always appear on all computers.

– The terminology used on the *Talk* and *Listen* buttons was perceived as confusing.
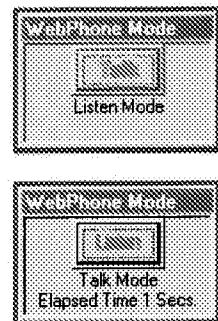
Toolbar

❖ Most liked the ability to quickly select icons from the toolbar. While the icons were not initially completely intuitive, most felt that after using the service for awhile, the icons would be increasingly used.
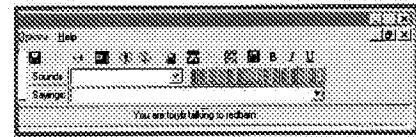
Response to My Profile

Overall

* Most respondents understood the general function of *My Profile*. They anticipated that it would be a place where they would input information about themselves and modify personal preferences. *My Profile* was perceived to be an area that users might visit only episodically in order to modify these preferences.

* Overall, the *Profile* screen was perceived to be slightly confusing. Respondents expressed a sense that this screen offered several options; the purpose and functionality of these options were unclear (*see more specific response below*).
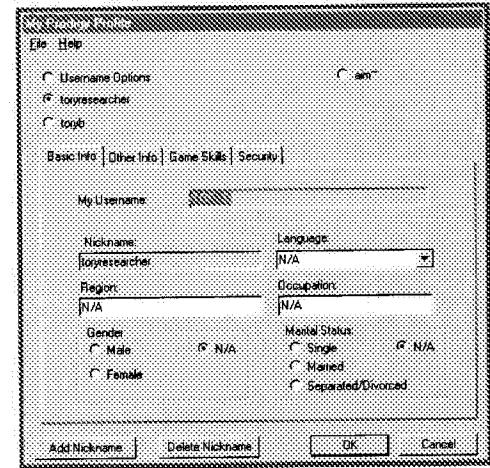
Response to Specific Areas of My Profile

Name/Nickname Area

* First, respondents felt that the purpose of the top area of the screen was unclear; no label/name of its purpose was provided. Only by trial and error did they discover that this area contained their user name and various nicknames.

   - Since "aim" was located in this area, some thought this button was somehow related to the nicknames.
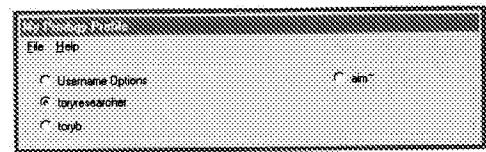
Add/Delete Nickname

♦ When trying to add a nickname, many first tried to overwrite their user name. When this failed, some tried to overwrite the nickname. Finally, after some searching, respondents located the *Add Nickname* button.

♦ After selecting a new nickname, respondents were alarmed and confused by the screen (*right*) which told them "*The requested change to your profile requires that no other Prodigy Instant Messaging applications are running – continuing will disable your other applications.*" Respondents felt that they should shut down all of their applications, including access to the Internet, before continuing.

♦ Furthermore, when the nickname was successfully added, some were not sure whether they had been successful with their task. Some by chance noticed that their new nickname appeared toward the top of the screen.
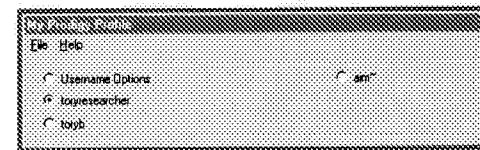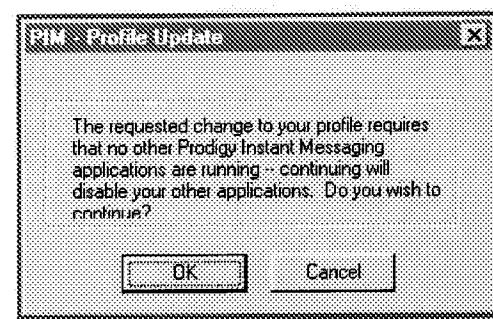
Creating an AIM Account

♦ Respondents did not feel that the ability to IM with AOL users had been communicated to them. They were generally unclear about how and why they would need to *Create an Account* in order to connect with AOL users.

♦ Respondents found it nearly impossible to locate this AIM section within the PIM service. The majority thought that it would be found within the *Friend's List* since the feature allowed them to talk with friends.

    – Furthermore, the acronym "AIM" received absolutely no name recognition among respondents, even users of AOL Instant Messaging.
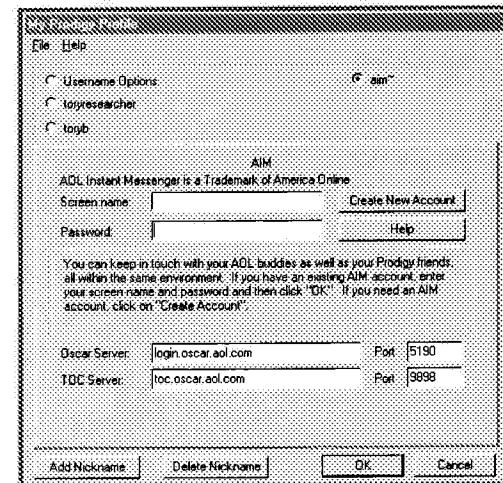
◆ Once the AIM area was found (*moderator directed them to this area*),
respondents were not entirely certain about
what information to place in the boxes (e.g.,
Whose screen name (theirs or friend's)?
Which screen name/nickname?) or
whether they should simply click on *Create New Account*.

◆ Some of those who did click on *Create New Account*, demonstrated that
they did not understand the password parameters and had not read
the instructions located below the password entry area.
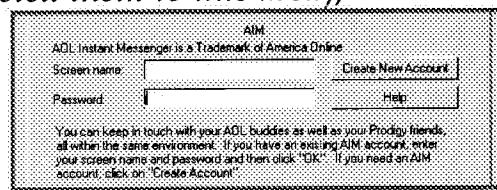
Modifying Personal Information

◆ Inputting personal information within the
profile received most positive response
among younger respondents. Older users
felt they would be unlikely to input such
information and did not find the data
interesting.
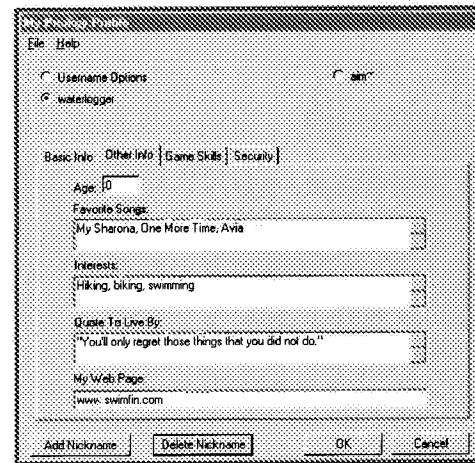
Security

◆ A few respondents noted that the
security options within PIM appear to be
located in different areas of the service.

◆ Most found these options appealing for
maintaining their privacy and blocking
potentially annoying people from
communicating with them.
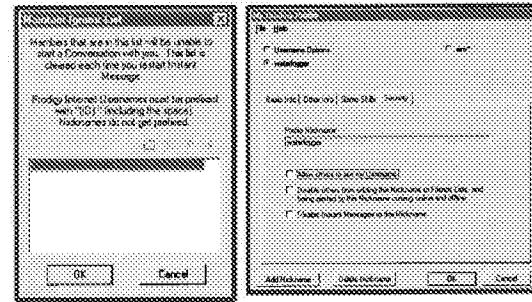
Implications/Recommendations

Strategic Implications/Recommendations

➢ **Prior to product launch, Prodigy Internet will need to make the download and installation of their PIM software easier and more user friendly** *[for suggestions, see Appendix]*. The complexity of the download/installation currently represents a significant barrier to product use among all but the most experienced computer users.

➢ **Prodigy Internet may want to consider presenting a basic description of the Instant Messaging concept, including its primary benefits and the general functionalities of the four PIM features (Instant Messaging, Friend's List, Chat and Profile).** Non-users of Instant Messaging were unfamiliar with the overall IM concept. Furthermore, they were confused by the PIM options and their basic purposes.

➢ **Prodigy should focus development efforts on the initial tasks likely to be explored and completed by users.** Once successfully connected, Prodigy will need to ensure that users are able to complete the most basic tasks: adding a friend, connecting to a friend, sending a message.

➢ **Prodigy may wish to consider expanding and enhancing the *Help* features within PIM.** Most felt that feature instructions ("How to use PIM") were helpful; however, in its current form, the initial feature explanation is communicated prior to download/installation, when such information is not critical.

   ◆ Additionally, while using PIM, many respondents were interested in accessing the *Help* menu when they encountered confusion or problems.

➢ **Prodigy Internet may want to focus some of its marketing efforts on PIM elements which may differentiate the service from competitors.** The Web Phone feature was perceived as a highly unique and potentially useful communication tool. Additional Instant Messaging **conversation enhancements** (e.g., sending files, sounds) were also considered appealing.

Tactical Implications/Recommendations

Download/Installation Process

> **During PIM download, the instructions should focus entirely on the download and installation process.** The length of the instructional material overwhelmed many respondents and made them apprehensive about a process that seemed potentially long and confusing.

> ● **Remove the detailed PIM usage instructions from the "How to Use PIM" page** *[for suggestions, see Appendix].* While this information was perceived as potentially useful after installing the service, most felt that it contained more information than they needed at this particular point in the process.

> **Modify the screen shot examples used in these instructions so that they do not appear to offer live links.** Many respondents thought that the screen shots were live and could be clicked on to continue with the installation process.

> **Ensure that the download and installation instructions are highly focused. Use basic terminology and clearly outline each step in the process** *[for suggestions, see Appendix].* Many were unable to follow the installation instructions in particular.

> ● **Prodigy may want to consider clarifying the phrase "save to disk."** For some, "save to disk" communicates "save to a floppy disk," not their hard drive.

> ● **Clarify key steps in the download process. Specifically, make it explicit that 1. the *pim200.exe* file was saved on their computer, 2. that the file was saved within a folder on that computer, 3. the location of the folder and pim200.exe file, and 4. that they must double-click on the *pim200.exe* icon in order to continue the installation.** Many were confused when they came to this point in the process and did not know where the file was saved and/or did not understand that they had to "execute" the file in order to continue.

> **Do not include the "How to Use PIM" link on the left side bar when the user is already on this page.**

<u>*Friend's List*</u>

➢ **Better communicate the difference between** *Chat* **and** *Instant Messaging [for suggestions, see Appendix].* A few respondents clicked on *Chat* when they were trying to initiate a one-on-one conversation with a friend; these respondents felt that *Chat* better described the action they would be completing with their friend and were confused when the *Chat* screen came up.

➢ **Re-name "List Group."** While most, by process of elimination, were able to understand the meaning of *List Group,* respondents typically used the words "folders" or "categories."

➢ **Highlight or accentuate the text** *Friend's Currently Online [for suggestions, see Appendix].* There was some confusion among respondents who felt that this category blends in with the other categories; these respondents did not initially understand that *Friend's Currently Online* reiterates those who are online from <u>all</u> categories.

<u>*Instant Messaging*</u>

➢ **Clearly communicate that users are to input their message in the lower, right-hand box** *[for suggestions, see Appendix].* Several respondents thought that they were supposed to input their message in the large box and were frustrated when they were prevented from doing so.

➢ **Eliminate the current Sound and Saying toggle functionality and create a more intuitive format.** Clicking on " Sounds" and "Sayings" to toggle the method of sending (automatic or after clicking on *Send*) on and off was perceived as confusing and not intuitive.

➢ **Allow users to add sayings within the toolbar text box.** Most felt that this would be the most intuitive location in which to place a new saying; few felt that they would need to use toolbar selections in order to modify the sayings.

➢ **Clarify the difference between Log Conversation and Save Conversation.** Several respondents, typically those who were less computer-savvy, did not understand the difference between these selections.

➢ **Ensure that the Instant Messaging box can be resized.** Current users of competitive IM services reported that they often like to multi-task while IM-ing. The ability to make the IM box smaller enables them to readily view another window on the desktop while they use PIM.

➢ **Clarify the *Start One-on-one Conversation* box; ensure that users understand how to select the person with whom they wish to communicate.** While the majority understood that the *Connect To* box should contain the name of the person with whom they wish to converse, many did not understand that they could select the person and instead typed in the full user name or nickname over and over again.

➢ **Prodigy may want to expand the Instant Messaging functionality to include elements which enable users to personalize their messages (e.g., import additional sounds, send graphics and photos, etc.).**

My Profile

➢ **The area which allows PIM users to connect with AOL users needs to be better located and made more intuitive** *[for suggestions, see Appendix]*.

 ✦ **Communicate that PIM users can communicate with AOL users and how to enable this function.** Most felt they were never provided with adequate information about which non-Prodigy users they can communicate with and how to initiate this communication.

 ✦ **Improve the placement of the AIM area.** Users have great difficulty locating the AIM area within PIM. While some feel that *My Profile* is a logical place to find this type of a link, others feel that it should be located within the *Friend's List* area. Furthermore, some respondents reported that since the AIM button appears aggregated with other nicknames, they thought AIM too was some sort of nickname.

♦ **Use terminology that better reflects consumer language.** Almost no respondents were aware of the acronym "AIM" (even AOL users). Instead, most referred to this service as "AOL Instant Messaging" or "IM-ing."

♦ [Prior to clicking on *Create an Account*] **Better outline the information that users are required to submit prior to creating an account.** Some did not understand whether they were supposed to input their own user name or that of the friend with whom they wished to communicate.

♦ **Include password instructions, such as "length of password, etc.".** A few respondents noted that password instructions are not provided.

Appendix

Some potential solutions are outlined within the table areas below.
These suggestions have not been user-tested and simply provide some
direction or additional solutions to user problems.

Download/Installation

Problem	Potential Solutions
How to Use PIM located too early, prior to download	Make accessible post-installation, within IM Potentially, include instructions as an additional icon (together with Friend's List, Instant Messaging, Chat, My Profile)
Download/Installation instructions are long and hard to follow	Better motivate users (especially less savvy) to print instructions – perhaps by enlarging the "print" command and/or adding a print icon/button. Streamline and simplify instructions.
Download instructions – Options A or B are confusing	Better explain the benefits of each or why users should choose one over the other. Communicate the preferred/default option.
Major Challenge: Do not know where to save pim200.exe file/how to find pim200 file	Force pim200.exe file into a Prodigy file or on to their desktop (experienced users can move the files as they wish). Potentially have the icon communicate that they must "click here to install PIM"; also include this in the directions/highlight this as a critical point in their two-step process. Better communicate to users (instructions) that they must click on the file after it has downloaded. Tell them exactly where and how to locate the file.

Friend's List

Problem	Potential Solutions
Some are confused by the difference between Chat and Instant Messaging	Better communicate the difference between the two. Change the name of the Instant Message button to a more intuitive name (e.g., "Create & Send an Instant Message"). Potentially remove the Chat button from the Friend's List.
Hard to understand that "Friend's Currently Online" reiterates those online in other List Groups	Separate *Friends Currently Online* from the other List Groups; show that this group is an aggregation of all online.

My Profile

Problem	Potential Solutions
User Name and nickname area is unclear	Users do not fully understand that the top area of the screen includes the user's various names. Aggregate the "add/delete a nickname" and all other nickname functions into one, well-labeled area
Main profile page is confusing	Why not remove some of the user profile data (e.g., gender, marital status) on to the "Other Info." data page; this would reduce clutter on the opening profile page.
AIM is difficult to locate	Place the area where PIM users create an account to connect with AOL users within the Friend's List area or as a separate service icon. Intuitively name the area/button using terminology most recognized and understood by consumers; do not use the acronym "aim."
AIM concept is not understood	Provide and explanation of how and why users need to "Create New Account."

Instant Messaging

Problem	Potential Solutions
Users do not understand that they are to type in the lower box area.	Do not allow the top/right box to accept a cursor. Label the upper and lower boxes with words which describe their activity.

Instant Messaging Study
Interview Outline

I. Introduction (3 minutes)

- *Moderator:* introduction, session purpose, audio & video taping, observation

II. Experience with Chat/Instant Messaging (5 minutes)

Among Users of Chat/Instant Messaging

- Are you communicating with others on the Internet? How? (*Probe for: chat, instant messaging*)
    - How long have you been doing this?
    - How often do you do this? (*Probe for: every time you logon or less frequently*)
    - Who do you typically communicate with? (*Probe for: strangers, friends, family, professionals, etc.*)
- What do you like about communicating this way? What are the benefits?
- Is there anything you don't like about communicating online this way? What?
- What do you usually communicate about? (*Probe for general interaction or for business purposes*)
- What chat/instant messaging service(s) are you using?
    - What do you like/dislike about this service?

Among NON-Users of Chat/Instant Messaging

- Are you communicating with others on the Internet? How? (*Probe for: email, chat, instant messaging*)
- What do you like about email?
- Have you ever heard of chat? What is it? How would you describe it?
    - Are you interested in participating in chat?
    - Why haven't you participated in chat yet?
- Have you ever heard of instant messaging? What is it? How would you describe it?
    - Are you interested in participating in instant messaging?
    - Why haven't you participated in instant messaging yet?

III. Initial Response to Instant Messaging/Friend's List/Chat (45 minutes)

A. Installation

(A few respondents will be asked to download and install PIM. The moderator will observe this process, probing for response to the layout, flow, ease of directions and any areas of confusion.)

B. Instant Messaging/Friend's List/Chat

I'd like you to explore a few communication features that have been developed for the Internet. I will direct you to the features that I would like you to use. Try to 'think aloud' as you explore the features, telling me things you particularly like or don't like/make it easy/find confusing.

(Moderator asks the respondent to use each of the following features and gives them tasks to complete for each feature. The moderator observes this process and probes, when appropriate, for overall ease of use. This is followed by a discussion of the overall user experience.)

TASKS INCLUDED BELOW

Throughout the process the moderator probes for:

Feature Structure/Layout and Navigation Probes:

- **Layout**: What are your impressions of how the feature is organized? Does the feature seem organized in a logical and intuitive way? How?

- **Button Naming Conventions**: Were there any buttons, words or commands that were confusing? Which ones? *(Throughout process, moderator probes for button meaning)*

    - Preference for icon buttons vs. drop-down menus.

- **Design**: What are your impressions of how the screen areas are designed?

    - Does the design "draw you in"? Is it appealing?

    - Is there too much/too little room for content on the screens?

Comparison to Competitors:
Among Users of Competitive Chat/Instant Messaging

- How does this compare with the other chat/IM services you are using?

    - Easier/more difficult

    - More/less intuitive

    - More/less attractive

Following exploration of each feature, the moderator will probe for:

General Impressions:

- What is your overall impression of this experience?

- Was it relatively easy to use this feature? What made it easy?

- Was there anything that confused you/that made it difficult to use this feature?

- Does this feature raise any concerns? What?

Personal Relevance:

- Is this feature of any value to you? Why or why not?
- Are you interested in using this feature? Why or why not?
- How can you envision using this feature?

IV. *Impact on Perceptions of the Prodigy Brand (5 minutes)*

- After seeing and using Prodigy Instant Messaging, what are your impressions of Prodigy?

- How does this service make you feel about Prodigy?

- How does it make you feel about the quality of Prodigy?

V. *Other Issues (10 minutes)*

Security Issues *(If not mentioned earlier)*

- Do you anticipate having any concerns with security when using these features? What?

  - Do you think that privacy will be an issue for you when using these?
    How important is privacy?

  - What could Prodigy do to make you feel more comfortable that your messages are secure and private? *(Probe for: info on Web site, pop up screens, security icons, etc.)*

Response to Future Enhancements

(If respondents bring up additional features throughout the process, moderator will probe when appropriate. Otherwise, respondents will react to a series of proposed enhancements.)

- There are some additional features that might be added to these services.
  One idea is _____. What are your impressions of this idea?
  Would you be interested in using this? Why or why not?
  - Auto-response messaging when PC is idle or when on vacation
  - Invitation for a friend to download and use PIM based upon address book
  - Enhanced security section
  - Offline ability to receive messages (until next signon/to email box)

Downloading from the Web

In order to receive these features you are required to download the software from the Internet and install it on your computer.

- Have you ever downloaded an application from the Internet and installed it on your computer? How many times?

- What did you think of this process?

- What did you like/dislike about it?

- How would you feel about downloading this PIM from the Web? (Probe for any barriers associated with downloading PIM from the Web)

VI. Wrap-up and Final Comments (10 minutes)

Among Prodigy Customers

- Do you think that you will use any of these messaging features? Why or why not?

- Were there any features that you found unappealing? Which ones?

- What could Prodigy do to make messaging easier to use or more appealing for you?

Among Customers of Competitive ISPs

- Are you interested in using any of these messaging features? Why or why not?

- Would the ability to use this feature make you interested in using Prodigy as your Internet access provider?

- What could Prodigy do to make messaging easier to use or more appealing for you?

Task List

[During each session, time permitted, respondents will complete some or all of the following tasks]

1. Prodigy Friend's List

1. Open the Friend's List
2. Pick a friend that you want to talk with
3. Send a message to that friend
4. Receive a message from the friend
5. Set up an AIM friends group/add an AIM friend
6. Add another PIM nickname
7. View your profile
8. Setup a category listing/delete a category listing
9. Close the list

2. Prodigy Instant Messaging

1. Open Prodigy Instant Messaging
2. Pick a friend that you want to talk with
3. Send a message to that friend
4. Receive a message from the friend
5. Send a sound (or saying)
6. Change your sound preferences
7. Change the fonts/colors of your message
8. Add a new saying to your personal menu
9. Block a friend from PIMing you
10. Close Instant Messaging

3. Prodigy Chat

1. Open Prodigy Chat
2. Select a room
3. Enter the room
4. Send a message to another user
5. Send a sound to another user
6. Enter a private room with another user
7. Leave the room

Internet
Focus Group Screener

Job No.: PRD10
Description: 18 one-on-one interviews
Recruit: 27 respondents, including 9 floaters, to complete 18 interviews
- ♦ 5 interviews, including 2 floater, with Prodigy Messaging Users
- ♦ 17 interviews, including 5 floaters, with Competitive Messaging Users
  - − 10 interviews, including 3 floaters who use AOL Instant Messenger
  - − 7 interviews, including 2 floaters, who use other competitive products
- ♦ 5 interviews, including 2 floaters, with Competitive Non-Messaging Users

# or Interviews	ISP	Segment	Time Online
3 interviews + 2 floater	Prodigy	Chat/Instant Messaging User − Used chat or instant messaging for at least 6 mo's/ 1+ times/wk	Online 1+ years
12 interviews + 5 floaters	Competitor	Chat/Instant Messaging User ··· Used chat or instant messaging for at least 6 mo's/ 1+ times/wk − 7 interviews + 3 floaters with AOL Instant Messaging Users − 5 interviews + 2 floaters with Competitive Messaging Users	Online 1+ years
3 interviews + 2 floaters	Competitor	Non-Chat/Instant Messaging User − Never used chat or instant messaging	Online a year or less

(Please see next page for schedule.)

SCHEDULE:

Tuesday, May 18, 1999

Interview	Time
1	Noon – 1:15 PM
2	1:15 PM – 2:30 PM
3	2:30 PM – 3:45 PM
4	3:45 PM – 5:00 PM
(BREAK)	5:00 PM – 5:30 PM
5	5:30 PM – 6:45 PM
6	6:45 PM – 8:00 PM

FLOATER	Noon – 2:30 PM
FLOATER	2:30 PM – 5:00 PM
FLOATER	5:30 PM – 8:00 PM

Wednesday, May 19 and Thursday May 20, 1999

Interview	Time
1	10:00 AM – 11:15 AM
2	11:15 AM – 12:30 PM
3	12:30 PM – 1:45 PM
4	1:45 PM – 3:00 PM
(BREAK)	3:00 PM – 3:30 PM
5	3:30 PM – 4:45 PM
6	4:45 PM – 6:00 PM

FLOATER	10:00 AM – 12:30 PM
FLOATER	12:30 PM – 3:00 PM
FLOATER	3:30 PM – 6:00 PM

Hello, my name is _____. I work for _____, a market research company in _____. We are speaking with people regarding computers. This project involves absolutely no sales presentations, it is strictly for market research purposes. We would like to invite you to participate in a group discussion to talk about the Internet.

If you would like to attend, I would like to ask you some background questions to ensure that we speak with a representative group.

1. Establish whether: Male _____ (Continue)   Female _____ (Continue)

Try to recruit 50% men and 50% women.

2a. Are you or are any members of your household currently or formerly employed by any of the following? (*Terminate for any yes.*)

Advertising, public relations, marketing
or market research company   _____ (**Terminate**)
Computer manufacturer, retailer or service company   _____ (**Terminate**)
Software or Internet-related company   _____ (**Terminate**)
Telecommunications service provider or equipment manufacturer
                                                              _____ (**Terminate**)

2b. What is your job title?

_____

Terminate any software developers / programmers / engineers, IS / IT professionals, and Web designers / developers.

2c. What is the name of the department that you work in?

_____

Terminate IS / IT and related departments.

3. When was the last time, if ever, that you participated in a personal interview or focus group for market research purposes?

Never   _____ (Continue)
6 months or longer   _____ (Continue)
Less than 6 months ago   _____ (**Terminate**)

4. What is your age? (*Recruit a mix of ages between 18 and 45.*)

Record exact age: _____

Less than 18   _____ (**Terminate**)
18 - 22   _____ (Continue)
23 - 29   _____ (Continue)
30 - 39   _____ (Continue)
40 - 45   _____ (Continue)
46 or older   _____ (**Terminate**)

FOR Q5A-E, PLEASE FILL IN THE ANSWERS IN THE CHART BELOW.

5. a. Do you personally use a computer on a regular basis at home? At work? *(Circle 'Yes or No'.)*

   b. How many months/years have you been using a computer? *(Ask for both home & work.)*

   c. Is your home/work computer currently running Windows 95? Win 98? *(Circle 'Yes or No'.)*

   d. Does that home/work computer have a modem? What is the speed? *(Write in speed.)*

   e. Do you use your home / work computer to access the Internet?

	HOME	WORK
a. Personal use of a computer	Yes / No	Yes / No
b. # of months/years using computer	# mo./yrs. _____	# mo./yrs. _____
c. Running Windows 95? 98?	95 / 98 / Other_____	95 / 98 / Other_____
d. Modem Speed	Record: _____	Record: _____
e. Access Internet	Yes / No	Yes / No

Q5 QUOTAS:

a. *ALL must access a computer at HOME and/or WORK to continue.*

b. *ALL must have been accessing a computer for at least 12 months to continue.*

c. *ALL MUST access a computer running Windows 95 or 98 to continue. Call KB&P for approval on those who mention "other." If respondent uses only Macintosh computers, terminate.*

d. *ALL must have a modem that is 28.8 or faster, or a high-speed service such as ISDN, cable modem, DSL or T1, in at least one of the computers to continue.*

e. *ALL must access the Internet from home or work.*

6. What service do you use to access the Internet at Home? At Work? (***Record responses.***)

Online Service/ Internet access provider	At Home	At Work
America Online (AOL)		
Ameritech.net		
AT&T WorldNet		
CompuServe		
Earthlink/Sprint		
MCI Worldcom		
Microsoft Network (MSN)		
Netcom		
Prodigy Classic		
Prodigy Internet		
PSI		
Cable/Wireless (e.g., @Home Network)		
Don't know, work provides		
Other (please record):		

Prodigy Messaging User Segment: Must subscribe to Prodigy at home and/or work.

Competitive Messaging User / Competitive Non-Messaging Segments: Must subscribe to a competitive provider.

7. How long have you personally been accessing the Internet? (*Recruit a mix.*)

   Record: _____ (*Record exact length of time stated - # years / # months*)

   1 year or less _____ (**Continue – for Competitive Non-Messaging Segment only**)

   1 to 2 years _____ (**Continue -- for Prodigy Messaging User / Competitive Messaging User Segments**)

   Over 2 years _____ (**Continue – for Prodigy Messaging User / Competitive Messaging User Segments only**)

Prodigy Messaging User / Competitive Messaging User Segments: Must have been using the Internet for 1 year or longer.

Competitive Non-Messaging Segment: Must have been using the Internet for less than a year. If not, hold, continue through screener, and call KB&P.

8. In a typical week, approximately how many hours do you access the Internet? *(Do not read list. Record exact number stated.)*

   Record: _____ *(Please record exact number of hours stated.)*

Less than 2 hours per week	**Terminate for Prodigy Messaging User / Competitive Messaging User Segments** **Continue for Competitive Non-Messaging Segment**
Between 2 and 3 hours per week	Continue for all
More than 3 hours per week	**Continue for Prodigy Messaging User / Competitive Messaging User Segments** **Terminate for Competitive Non-Messaging Segment**

Prodigy Messaging User / Competitive Messaging User Segments: Must use the Internet for 2 hours per week or more.

Competitive Non-Messaging Segment: Must access the Internet for 3 hours per week or less.

9. Which of the following, if any, have you ever done with an online service or over the Internet? *(Read list)*

   A. Browsed for information _____ (Continue)
   B. Sent/received E-mails _____ (Continue)
   C. Chatted with friends/strangers _____ **(Continue)**
   (PROVIDE THE FOLLOWING DEFINITION OF CHAT IF NEEDED:
   By chat, we mean typing back and forth in a public or private chat room, either with people you know, or with strangers.)
   D. Shopped for products/services _____ (Continue)
   E. Invested _____ (Continue)
   F. Instant Messaging _____ **(Continue)**
   (PROVIDE THE FOLLOWING DEFINITION OF INSTANT MESSAGING

   IF NEEDED: *By instant messaging, we mean sending messages to or receiving messages from someone you have identified ahead of time, such as a "buddy" or family member. It is much like email, only faster.)*

Prodigy Messaging User / Competitive Messaging User Segments: Must say "C," Chat, or "F," Instant Messaging to continue. Recruit a mix of those who answer "C" and "F."

Competitive Non-Messaging Segment: Must NOT mention "C" or "F."

MESSAGING USERS CONTINUE WITH Q. 10. NON-MESSAGING USERS SKIP TO Q. 14.

10. You mentioned that you have done instant messaging/chat while on the Internet. Which of the following, if any, best describes the type(s) of instant messaging/chat sessions you have participated in. (*Read statements. May answer more than one selection.*)

A	"I joined a chat room of strangers and participated in a conversation."	Continue
B	"I participated in a chat room with friends who I knew were all online at the same time."	Continue
C	"I participated in a one-on-one private conversation with a friend in a secure chat room."	Continue
D	"I participated in .a private group conversation in a secure chat room."	Continue
E	"I entered a chat room, but did not participate in a conversation."	Terminate if only answer
F	"I sent instant messages, not email, back and forth with friends outside of a chat room."	Continue

Prodigy Messaging User / Competitive Messaging User Segments: Must mention one of the bolded responses, A-D or F, above, to continue. If respondent mentions "E" as the only answer, Terminate.

11. Approximately how long have you been participating in instant messaging or chat sessions?

   Record exact answer: _____ (*Must have been participating in instant messaging /chat for at least 6 months to qualify for Messaging User segments.*)

12. Approximately how often do you participate in some type of instant messaging or chat session?

   Record exact answer: _____ (*Must chat at least once a week to qualify for Messaging User segments.*)

   Less than once a week _____ (**Terminate**)
   At least once a week _____ (Continue)

13. a. You mentioned that you have done Chat while on the Internet. Which of the following services have you used for chatting online? (*Read list. Record all.*)

b. When using (**insert products mentioned in 13a**), did you use the chat function, the instant messenger function, or both? (*Record responses. If respondent is not sure which function they used, please write "don't know" in column B.*)

		a. Used	b. Chat/Messenger
A	AOL Instant Messenger or chat functions		
B	Excite Pal		
C	IRC Chat		
D	ICQ		
E	Microsoft NetMeeting		
F	PowWow (AT &T's IMHere)		
G	Yahoo! Chat and/or Yahoo! Pager		
H	Other (please record):		

Recruit 7 people + 3 floaters who use AOL Instant Messenger or chat.

Recruit 5 people + 2 floaters who use other chat applications from the above list.

If respondent answers "H," Hold and Call KB&P. Try to recruit a mix of usage.

MESSAGING USERS <u>SKIP TO Q. 15.</u>

14. You mentioned that you have not participated in chat sessions while online. How interested are you in participating in chat sessions?

By chat, I mean that you would communicate with others who are online at the exact same time. It is somewhat like email, only much faster. You might not know the people you are chatting with, or the people might be friends or family. You might be in a public or a private chat room. How interested are you in doing this? Are you...?

Very interested	_____	(Continue)
Interested	_____	(Continue)
Not very interested	_____	(**Terminate**)
Not at all interested	_____	(**Terminate**)
None of the above	_____	(**Terminate**)

To qualify as Non-Messaging User, must say Interested or Very Interested to continue.

15. Which of the following statements best characterizes your level of comfort when using the Internet or World Wide Web?

A	"I feel very comfortable browsing the web and always find new and interesting web sites."	Continue for Messaging segments only
B	"I feel somewhat comfortable browsing the web and am usually able to retrieve information from it."	Continue for Messaging segments only
C	"I have trouble finding web sites and information on the web."	Continue for Non-Messaging segments only
D	"I have a lot of trouble finding web sites and haven't yet been able to retrieve information from the web."	Continue for Non-Messaging segments only

Messaging User Segments: Must answer A or B.

Non-messaging User/Competitive Subscriber Segment: Must answer C or D.

READ TO RESPONDENT: The following questions are to ensure that we speak to a representative group of people in each group.

16. What is the highest level of education you have completed? *(Recruit a mix.)*

Some high school	_____	(Terminate)
High school graduate	_____	(Continue)
Some college	_____	(Continue)
College graduate	_____	(Continue)
Post graduate work	_____	(Continue)

17. What is your employment status? *(Read list)*:

Employed Full-time	_____	(Continue)
Employed Part-time	_____	(Continue)
Homemaker	_____	(Continue)
Unemployed	_____	(Continue — **No more than 1 per segment.**)
Student	_____	(**Continue 18 to 22 years only**)
Retiree	_____	(Terminate)

Recruit a mix.

18. Do you have any children under age 18 living at home with you?

> Yes _____ (Continue)
> No _____ (Continue)
>
> **Recruit a mix.**

19. Which category best describes your annual household income? *(Recruit a mix of incomes.)*

<$27,999	_____ **(Continue for students only. Terminate others.)**
$28,000 - $34,999	_____ (Continue)
$35,000 - $39,999	_____ (Continue)
$40,000 - $49,999	_____ (Continue)
$50,000 - $74,999	_____ (Continue)
$75,000 - $99,999	_____ (Continue)
$100,000+	_____ (Continue)

> **English must be fluent and easy to understand (no heavy accents).
> If not, terminate and tally.**

**If the respondent qualifies on all of the above, invite to participate.
(Please see invitation next page.)**

INVITATION:

The interview group will be held at _____

(Name, address and telephone number of your facility)

We would like to invite you to participate in an interview during which you will use a computer. Are you interested in participating in this interview?

Yes ____ (Continue)   No _____ (*Terminate and thank*)

The interview will begin promptly at ____ PM and will take *one hour & fifteen minutes*, no longer. We ask that you plan on arriving at least fifteen minutes before the session begins so that you can get something to drink and be comfortable before we start. We also ask that you attend the entire session and not leave early, as this may affect the outcome of the discussion.

Please bring any glasses that you wear when using a computer.

You will be paid $_____ for your participation.

If you should have an emergency, be sure to call us at _____

because we will need to find a replacement.   (facility telephone number)

NAME: _____

HOME #: _____   WORK #: _____

ADDRESS: _____

E-MAIL ADDRESS: _____ (Please be sure to get this information)

DATE SCREENED: _____   INTERVIEWER: _____